

Brunswick Dental Practice Patient Charter

We will treat our patients as valued individuals in all our affairs.

Our aim is to help patients to help themselves to achieve excellent oral health. We aim to offer all the information a patient needs to enable them to keep their gums and teeth healthy. We encourage registration and frequent dental and medical reviews to confirm health status: these will be delivered as directed by individual need.

Our aim is to see all patients as close to their appointed time as possible, but pressure of treatments required occasionally means that we have to keep our patients waiting. We will aim to keep patients waiting times to a minimum, and to keep patients informed of delays.

We will listen to our patients and attend to the dental problems which they tell us about. We will also attempt to draw to the attention of our patients any hidden problems we might diagnose.

We aim to provide a convenient and courteous service for all our patients regardless of their age, sex, colour or creed.

Patients will be provided with a range of treatment options. If appropriate a written treatment plan will be provided. Our Charter carries a 12 month guarantee against defective materials or workmanship.

All dentists and support staff are committed to continuing education and we aim to be clinically effective in our decision making.

We welcome comments and feedback from our patients to help us improve our service. We operate a Code of Conduct for Patients Complaints, in accordance with National Guidelines. Copies are available from reception. We will seek our patients' views on the way we care for them through in- house satisfaction surveys.

We aim at all times to treat our patients as we would like to be treated ourselves. This means we use a caring and gentle approach, placing great emphasis on listening to the wishes of our patients, enabling us to tailor any treatment to best suit the needs of the individual.

We expect our patients to extend the same courtesy to us. We expect that they attend their appointments on time and settle any accounts when asked to do so.

We expect our patients to treat us with respect and will not tolerate any discourteous behaviour, or any discrimination based on sex, colour, creed or nationality.